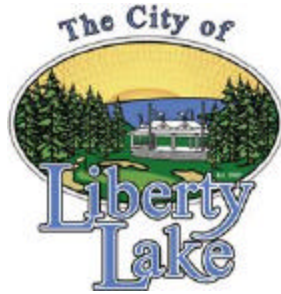


City of Liberty Lake



Request for Proposal Information Technology Services

Due Date: March 31, 2006, 5:00 p.m. (Pacific Standard Time)

REQUEST FOR POSPOSALS

Notice is hereby given that the City of Liberty Lake, Washington, is Requesting Proposals for:

Information Technology Services

**Deadline: March 31, 2006
5:00 p.m. (Pacific Standard Time)**

Proposals received later than **5:00p.m., March 31, 2006**
will not be considered.

A detailed Request for Proposal (RFP) may be obtained from the City's website at <http://www.libertylakewa.gov> or by contacting City Hall at (509) 755-6700.

The City of Liberty Lake reserves the right to reject any and all proposals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

The successful Vendor must comply with the City of Liberty Lake equal opportunity requirements.

Dated this 1st day of March, 2006.

PURPOSE AND SCOPE

The City of Liberty Lake seeks a quality Vendor with documented experience in Information Technology and PC installations. Vendors are encouraged to submit proposals for all the services listed in this RFP. It is important that each component is evaluated as each has unique proposal requirements. Responders should read carefully each service section and respond accordingly.

RFP OFFICIAL CONTACT

Upon release of this RFP, all Vendor communications concerning the overall RFP should be directed to the RFP Coordinator's email address listed below. Unauthorized contact regarding this RFP with other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Vendors should rely only on written statements issued by the RFP Coordinator.

Name: Arlene Fisher
Director of Finance & Administration
Address: City of Liberty Lake
22710 E. Country Vista Dr.
Liberty Lake, WA 99019:
E-mail: afisher@libertylakewa.gov

PROPOSAL SUBMISSION

Due Date:	<i>Proposals must arrive at the City of Liberty Lake no later than March 31, 2006, at 5:00 p.m. (Pacific Standard Time).</i> Late proposals will not be accepted nor will additional time be granted to any Vendor. All proposals and accompanying documentation will become the property of the City and will not be returned.
Number of Copies:	A total of 5 paper copies and an electric copy of the Vendor's proposal, in its entirety, must be received as specified above. The City will not accept facsimile.
Address for Submission:	City of Liberty Lake Attn: RFP Misc. IT Services 22710 E. Country Vista Dr. Liberty Lake, WA 99019

TERMS AND CONDITIONS

Length of Contract

The term of the Contract shall be two years. At the option of the City, the Contract may be renewed for 2 additional years with one year term. At the option of the City, the contract may be cancelled by the City within 35 days of written notice to the Vendor. Breach of Contract may be cancelled immediately of the City without offer of remedy.

Contract Award

The City will award the Contract to the most qualified Vendor whose proposal is most advantageous to the City based upon price and other factors including, but not limited to, the following criteria:

- The quality of the proposal, conformity with technical specifications and knowledge of current systems and applications;
- The ability, capacity and skill of the Vendor to provide the services required;
- Continued maintenance, including capacity, capability and future options;
- Character, integrity, reputation, judgment, experience and efficiency of the Vendor;
- Quality of performance on similar contracts and;
- Such other information as may be secured and have bearing on the decision to award the contract.

Validity of Proposal

The terms, conditions and pricing contained in proposals submitted and received by the proposal due date must be valid for at least ninety calendar days beginning the first working day after the proposal date closing.

Independent Vendor

The Vendor must perform its duties hereunder as an independent Vendor, not as an employee of the City. Neither the Vendor nor any agent or employee of the contract will be or shall be deemed an agent or employee of the City. The Vendor must pay when due all required employee taxes, income tax withholdings, including federal income taxes and state income taxes if applicable.

The Vendor acknowledges that the Vendor and its employees are not entitled to unemployment insurance benefits (by the City) unless the Vendor or third party provides such coverage. The Vendor will not authorize, express or implies to bind the City to any agreements, liability, or understanding except as expressly set forth herein. The Vendor must provide and keep in force Worker's Compensation and unemployment compensation insurance in the amounts required by law, and must be solely responsible for the acts of the Vendor, its employees and agents.

Oral Communications

Any verbal or email statements regarding the RFP will NOT be binding on the City; nor will they relieve the Vendor of any obligations hereunder. Every attempt will be made to respond to Vendor's questions.

RFP Changes or Amendments

Any revisions to the RFP will be issued in the written form of a written Addendum and will be distributed to all Vendors of record at least 3 working days prior to the Response Due Date. Each Vendor must ensure the City has their correct contact information on file, including email.

Clarifications

The City reserves the right to obtain clarification of any point in a Vendor's proposal or to obtain additional information necessary to properly evaluate a proposal. Failure of a Vendor to respond to a request for additional information may result in a rejection of the Vendor's proposal.

Insurance

The following insurances are required, and proof(s) of coverage shall be submitted to the Finance and Administration Department prior to the issuance of Contract. Any agencies/firms failing to comply will be disqualified and contract negotiations will be immediately invalid.

- a) Worker's compensation insurance in the amount required by State Statute;
- b) Comprehensive general liability insurance (\$500,000);
- c) Professional Liability (\$1,000,000). Professional liability covers errors and omission in the performance of professional duties.

Information Provided by the City

All data provided by the City in relation to the RFP represents the best and most accurate information available at the time of RFP preparation. Should any data later be discovered to be inaccurate, such inaccuracy shall not constitute a basis for rejection by the Proposer or contract amendment.

Proposal Material

All proposal material becomes the property of the City of Liberty Lake, and shall not be returned to the Proposer.

EVALUATION

The City will initially check all proposals to validate all information required to confirm the components of the RFP were included and all questions answered. Absence any required information will result in rejection. The City will review and evaluate proposals for performance, compliance and technical value.

TECHNICAL AND NETWORKING ENVIRONMENT

The City of Liberty Lake has approximately 23 full time and 8 part time employees. City employees are located at three primary locations; Liberty Lake City Hall, Liberty Lake Municipal Library and Trailhead Golf Course.

The City's standard network operating system is Windows 2000. The City's current software environment is:

Public Safety: Millennium RMS 4.0

- Oracle DBMS
- CISCO VPN access to remote system

Budget and Accounting: Automated Software Systems

- Accounting DOS 1.7.20
- Payroll DOS 5.4.16
- Pet Licensing Program DOS 3.1.5

Municipal Library Software: EOS Library Catalog Systems

- Spector Software for technical troubleshooting

Internet

- City Hall: ISP / XO Communication
- Library: ISP/ Ptera w/ Greenstone, Corp. hosting server
- Trailhead Golf Course: Dial-up connection

E-Mail System

- Microsoft Outlook

Office Products

- Microsoft Office XP
- Microsoft Office 2002 & 2003

Server and Other Information

- 1 Server: Dell Power 2500
- S Office Suite
- Tivoli Software for disaster recovery and back-up provided by IT Lifeline (under contract)

PROPOSAL SUBMISSION & REQUIREMENTS

The Following provides specific instruction for submitting your proposal.

Due Date:	<i>Proposals must arrive at the City of Liberty Lake no later than March 31, 2006, at 5:00 p.m. (Pacific Standard Time).</i> Late proposals will not be accepted nor will additional time be granted to any Vendor. All proposals and accompanying documentation will become the property of the City and will not be returned.
Number of Copies:	A total of 5 paper copies and an electric copy of the Vendor's proposal, in its entirety, must be received as specified above. The City will not accept facsimile.
Address for Submission:	City of Liberty Lake Attn: RFP Misc. IT Services 22710 E. Country Vista Dr. Liberty Lake, WA 99019

Submission

Proposals must be received at the address stated above. Facsimiles will not be accepted. Each proposal must clearly list all costs as described in the RFP. For example if one charges by the PC; or hourly rate charges must be easily identifiable.

Cover Letter

A cover letter on official letterhead of the Proposer, including an introduction of the Company or Proposer. A statement that the Proposer has not employed any company or person other than an employee working for the Proposer.

Corporate Background, Experience and References

The Proposer shall have prior specific experience in providing information systems technical services in the categories identified in the RFP. The Proposer must include all information on employees who will or may perform the work as requested. A listing of each employee's technical qualifications including examples of completed projects.

References

The Proposer must provide three (3) customer references including names, titles and contact information. The references must be within the last 3 to 5 years of completing a project. Current client references are preferred.

REQUESTED SERVICES

Environment

The City of Liberty Lake has approximately thirty-one PCs, twelve lap tops (including Itronix GO Books) and other peripheral equipment. City employees are located at 3 primary locations. City Hall utilizes a T-1 line for internet connectivity. The Municipal Library utilizes Ptera for internet access and the server is provided by Greenstone Corp. Trailhead Golf is a stand-alone operation with internet provided via dial-up. The City's standard network operating system is Windows 2000.

Services Requested

- The Vendor shall be or will provide a single-point-of-contact with the City of Liberty Lake.
- The Vendor must be able to respond to complete system failure within one hour of notification, (see emergency services).
- The Vendor will provide easy access to information as requested by City employees.
- The Vendor will respond to requests for specific-configuration quotes, and make recommendations on additional equipment considerations, (i.e. hardware purchases) based on the City of Liberty Lake standards and current market conditions.
- The Vendor will maintain an updated price list, complete with detailed descriptions of each part for publication on City of Liberty Lake's Internet.
- The Vendor will serve as the initial receiving agent for all City of Liberty Lake computer and related equipment orders.
- The Vendor will install the equipment at the requested date, to the designated address provided by the City of Liberty Lake purchasing contract. Upon delivery to City Hall, the City will ensure that all equipment deliveries will include original packing slips and manufacturers' documentation enclosed.
- The Vendor will maintain the City's licensing agreements and make recommendations as applicable.
- The Vendor will process all returns, including items under warranty.

Qualifications

The Vendor must have staff with demonstrated proficiency in all aspects of Information Technology Services. The Vendor should have staff with demonstrated proficiency and purchasing knowledge in the PC/printer/peripheral industry. The Vendor will have authority to provide quotes on behalf of a wide variety of equipment manufacturers in the

marketplace. The Vendor should have staff with demonstrated proficiency and experience in PC configuration management, including imaging, software installation and operating system settings as related to peripheral needs. The Vendor should be able to utilize and process orders through Washington State's Contracting Alliance as needed.

Proposal Requirements

The following are required in order to submit a response to this section of the RFP:

- Service Summary
- Three customer references with contact names and telephone numbers
- Recommended Pricing Methodology
- Describe how your firm is positioned to provide the services listed above and list your qualifications.

PC INSTALLATION SERVICES

Services Requested

- PC Set Up and Delivery – the Vendor will deliver all equipment from the staging area to the specific office when ready for installation. All software products will be installed, tested and working properly before equipment is installed with employee.
- PC Removal and Surplus – the Vendor will remove any residual packing materials from the client site. Recyclable materials will be properly disposed of in designated containers at the City.
- Customer Service – the Vendor will communicate directly with clients, to address scheduling, installation and follow-up needs, noting all updates in call tracking system on a same-day basis
- Training – the Vendor will be responsible for keeping its staff up-to-date with hardware and software support, based on industry-standard practices. City of Liberty Lake will provide periodic orientations and documentation on internal call logging procedures as well as configuration/install updates used at City of Liberty Lake. The Vendor will ensure that any City of Liberty Lake-specific documentation is distributed to all staff authorized to perform work on City of Liberty Lake premises.
- Ongoing PC Maintenance and Support Services – the Vendor will provide warranty work and certain selected hardware maintenance services on an ongoing basis.
- Equipment – the Vendor will provide its own tools used to troubleshoot and repair PC equipment. The Vendor will not utilize any of its own software (operating system, Ghost, Norton, etc.) while in the course of troubleshooting or re-imaging PCs. City of liberty Lake will ensure that all software used is City of Liberty Lake-owned and licensed.
- Consulting – the Vendor will provide recommendations on installation processes and tools, based on its industry experience and best practice.
- Internal Liaison – the Vendor will provide the Department of Finance and Administration a single-point-of-contact for problem escalation and Vendor coordination.

Qualifications

The Vendor and designated staff should have previous experience supporting organizations with PCs located across more than one site.

The Vendor should have staff with demonstrated experience and proficiency in

- PC Installations
- Troubleshooting hardware/software issues
- Software installation, re-imaging, configuration needs
- Supporting multiple hardware manufacturers

The Vendor should be authorized to perform warranty-work on behalf of Dell; ViewSonic and Hewlett Packard. The billing for this warranty work should be transparent to the client – e.g. the Vendor is reimbursed directly by the manufacturers' for warranty-work.

SERVICE SUMMARY

- Describe how your firm is positioned to provide the services listed above and list your qualifications.

IT MANAGEMENT CONSULTING

Background and Purpose

The City of Liberty Lake seeks Vendor who can provide IT expertise in the following areas:

- IT Strategic Planning
- Infrastructure Evaluations
- Operational Auditing
- Security planning and auditing
- Software licensing for all applications
- Other IT consulting services as required

Qualifications

The proposal must provide a summary of the firm's qualifications to perform IT management consulting, including:

1. A summary of the firm's experience in IT consulting
2. A description of the firm's organizational structure and the last organizational annual report or the current financial structure
3. Relevant recent examples of work in IT consulting
4. Provide three customer service references
5. A description of the firms IT consulting methodology

Emergency Response Requirements

Background and Purpose

Vendor must be capable of responding to a major emergency within one hour. The City and Vendor will agree on what constitutes a major emergency. Also, a system wide failure requires the Vendor to respond with 24 hours from the time the system became inoperable.

Invoicing and Payment

Background and Purpose

City payables are process bi-monthly and approved on the 1st and 3rd Tuesday of each month. Vouchers and checks are processed on Wednesday following the City Council meeting.

- The Vendor must submit all invoices no later than noon the Friday before City Council meetings. Invoices received after the deadline will be processed during the next pay-cycle.
- The City will not pay for work that resulted in a repair of a prior problem thus creating the additional need for repair.